

## SECTION J - LIST OF DOCUMENTS, EXHIBITS, AND OTHER ATTACHMENTS

## ATTACHMENT J-4: PRESENT AND PAST PERFORMANCE INFORMATION

## PAST PERFORMANCE SURVEY

Your immediate attention is requested. Please return survey NLT XX, XX Month 2005 @ Time PM XX to:

You have been identified as a contact for \_\_\_\_\_. Using the rating table, please provide concise comments and ratings regarding your overall assessment of the offeror's performance on the contract identified below.

**CONTRACT DESCRIPTION:**

Contract Number:

Contract Type:

Award Amount:

Period of Performance:

Brief description of services provided by the offeror: \_\_\_\_\_

**RATING TABLE**

4. Superior: The contractor demonstrated exceptional performance and innovative practices and/or processes. The contractor's efficiency, productivity, and product enhancements lead to real cost savings and efficiencies for the customer. The contractor consistently exceeded customer needs.
  3. Good: The contractor consistently met general contract requirements and understood customer needs. The contractor's performance was thorough, comprehensive, and more than satisfactory. There is no history of practices or processes that were detrimental to the customer.
  2. Moderate: The contractor satisfactorily performed the services with some minor discrepancies. Overall performance was in accordance with the terms and conditions of the contract.
  1. Poor: The contractor lacked a basic understanding of the work and the capacity to fulfill the requirements. Contractor's performance was inadequate and contract requirements were often not met.
- N/A Not Applicable: Does not apply.

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**QUALITY OF SERVICES**

**1. DID THE CONTRACTOR PROVIDE QUALITY WAREHOUSE SERVICES?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**2. DID THE CONTRACTOR PROVIDE QUALITY TRANSPORTATION SERVICES**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**3. DID THE CONTRACTOR PROVIDE QUALITY REPAIR SERVICES**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**4. DID THE CONTRACTOR PROVIDE QUALITY BOX AND PROPERTY MOVE SERVICES**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**5. WAS THE CONTRACTOR COOPERATIVE AND RESPONSIVE TO CHANGING REQUIREMENTS?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

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**6. WERE THE CONTRACT/TASKS DELIVERABLES COMPLETED ON TIME AND ACCURATE?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**7. WERE THERE INSTANCES OF REQUIRED RE-WORK? WAS UNNECESSARY REWORK CAUSED BY THE CONTRACTOR OR GOVERNMENT?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**8. DID THE CONTRACTOR ISOLATE PERFORMANCE PROBLEMS AND TAKE SYSTEMIC IMPROVEMENT ACTION TO RESOLVE THE PROBLEMS?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**9. DID THE CONTRACTOR SAVE/COST THE GOVERNMENT MONEY OR PROVIDE OTHER BENEFITS (S) AS A RESULT OF INNOVATIVE WORK APPLICATIONS OR LACK THEREOF?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**10. WAS THE CONTRACT MANAGED EFFECTIVELY AND EFFICIENTLY?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

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**11. DID THE CONTRACTOR HIRE, TRAIN, RETAIN, AND REPLACE COMPETENT STAFFING?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**12. DID THE CONTRACTOR PROVIDE SERVICES AT OR BELOW THEIR INITIALLY PROPOSED COSTS?**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**13. RATE THE CONTRACTORS OVERALL PERFORMANCE UNDER THIS CONTRACT:**

Strengths:

Weaknesses:

Rating: (4) (3) (2) (1) (N/A)

**COMMENTS:**

**YOUR COOPERATION IN COMPLETING THIS SURVEY IS GREATLY APPRECIATED.**

Name of Evaluator: \_\_\_\_\_

Organization: \_\_\_\_\_

Title: \_\_\_\_\_

Telephone: \_\_\_\_\_ FAX \_\_\_\_\_ Email \_\_\_\_\_

Signature \_\_\_\_\_ Date \_\_\_\_\_

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**Sample:** Cover Letter for Subcontractors/Team Partners) Present and Past Performance References Submission

Ms. Lee:

We are currently participating as a (subcontractor / teaming partner) with (offeror) in responding to Department of the Treasury, Internal Revenue Service Request for Proposals TIRNO-05-R-00001 for Logistics Support services under A-76 competition.

We understand that the Government is placing increased emphasis on present and past performance in order to obtain best value in source selections. In order to facilitate the performance confidence assessment process, we are signing this consent form in order to allow you to discuss our present and past performance information with the prime contractor during the source selection process.

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(Signature and Title of individual who has the authority to sign for and legally bind the company)

Company Name:

Address:

DUNS:

Phone Number and Fax Number:

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**Sample:** Cover Letter for Present and Past Performance References

Dear (Client):

We are currently responding to the Department of the Treasury, Internal Revenue Service Request For Proposals TIRNO-05-R- 00001 for the procurement of Logistics Support services under an A-76 Competition.

As you know, an offeror's present/past performance has become an element of increased emphasis in Federal Government acquisitions. The Government is requesting that clients of companies who submit proposals in response to this RFP be contacted, and that clients provide performance information based on their experiences with the offeror. We, therefore, respectfully request and hereby authorize you to complete the attached Questionnaire with regards to work we have performed for you, specifically under contract number (fill-in). Forward the completed questionnaire directly to the Government Point of Contact at the following address with the note as indicated:

Internal Revenue Service  
Competitive Sourcing Acquisitions  
ATTN: Pamela T. Lee  
6009 Oxon Hill Rd,  
Oxon Hill MD 20745  
Reference: Present/Past Performance Evaluation

**NOTE:** TO BE OPENED BY ADDRESSEE ONLY SOURCE SELECTION INFORMATION – See FAR 3.104 FOR OFFICIAL USE ONLY

The Government must receive this Questionnaire no later than (Month) (Day), 2005 at 3:00 P. M. EST. (Not later than 45 days after RFP release).

We have identified Mr./Ms. (Name) and/or Mr./Ms. (Name) of your organization as the points of contact based on their knowledge concerning our work. While we will be given an opportunity to reply to any negative information reported, the Government will not reveal the name of the person who completed the Questionnaire. Your cooperation in this matter is appreciated. Any questions may be directed to the following Government official: Pamela T. Lee, (202) 283-129112.

Sincerely,  
[OFFEROR'S POINT OF CONTACT]

Attachments:

1. Present/Past Performance Verification / Fact Finding Questionnaire